

CHAPTER 11:

HOUSING

GUIDE TO ACCESSING VETERANS AFFAIRS SERVICES FOR HOMELESS VETERANS

Q - WHO IS A "VETERAN"?

A - Generically, anyone who served active duty in any branch of the military is considered a Veteran of the armed forces. When screening new homeless clients for Veteran status, ask "Have you ever served active duty in any branch of the military?" If the answer is "yes," assume this person may be eligible for services through VA.

Q - ARE ALL VETERANS ELIGIBLE FOR SERVICES THROUGH THE VA?

A - No. Some Veterans are not eligible for VA services. The most common reasons Veterans are found ineligible for VA services are an "other than honorable" discharge, inadequate active duty time, and military service in a National Guard or reserve unit that was never called to active duty status.

Q - HOW DO I DETERMINE IF A VETERAN IS ELIGIBLE FOR VA SERVICES?

A - You, or the Veteran, may call me at the number below and I will pursue verification of eligibility for your client. The fastest way to clarify eligibility is through review of the discharge document every Veteran is given - the "DD-214."

Q - WHAT SERVICES ARE AVAILABLE THROUGH THE VA FOR HOMELESS VETERANS?

A - A wide range of services including disability income, medical, mental health, and substance abuse treatment, reemployment support, and some transitional housing resources are available to eligible homeless Veterans. Clinical services are provided primarily at the Philadelphia and Coatesville VA hospitals and through community based outpatient clinics (CBOCs).

Q - ARE VETERANS REQUIRED TO GET SERVICES ONLY THROUGH THE VA?

A - No. Veterans are first citizens, and they have the right to access the entire range of health and human services for which any other citizen is eligible. In addition, by virtue of their Veteran status, they may access an additional tier of services through the VA. These additional VA based services, added to other community based homeless services, can often reduce the length of a homeless episode and set the stage for long term stable housing in the community.

Q - WHOM DO I CALL WHEN I FIND A HOMELESS VETERAN?

BUCKS COUNTY AND MONTGOMERY COUNTY:

Rhonda Sanford, MSW, LCSW, Office – 610-384-7711 x 5619 or Cell – 484-226-4316

CHESTER COUNTY (EAST-RTE 100) AND DELAWARE COUNTY:

Nancy Snyder, MSW, LCSW, 610-496-4920

CHESTER COUNTY (WEST -RTE 100), EASTERN LANCASTER, AND SOUTHERN BERKS COUNTY AND WEST CHESTER:

Matthew Winger MSW, LCSW, 610-384-7711 x 5620

PHILADELPHIA COUNTY

A - Mark Salvatore, RN, 215-219-6815

Richard Burdo, RN, 215-287-3152

Richard Clevenger, 215-435-6513

*Source: Outreach for Homeless Veterans Program Info/ Social Work Program Manager, M. Pearce and Coordinators, N.Snyder, R. Sanford; 6/2009

**DEPARTMENT OF VETERAN AFFAIRS
PHILADELPHIA VETERANS AFFAIRS MEDICAL CENTER
HOMELESS OUTREACH TEAM**

Team Locations:

Philadelphia Veterans Affairs Medical Center

38th St. and Woodland Ave.

Philadelphia, PA 19104

Homeless Outreach Office, 7th Floor Behavioral Health

215-823-4077

Monday through Friday, 8:00AM to 4:30PM

Philadelphia Veterans Multi-service and Education Center

The Perimeter – 3rd Floor

Drop in Center for Homeless Veterans

213-217 N. 4th St. (Next to the Benjamin Franklin Bridge, ON CORNER OF N. 4TH AND FLORIST STREET)

PHILADELPHIA, PA 19106

215-923-2600

Monday through Friday, 8:30AM to 3:30PM

Shelters

Sunday Breakfast Mission

302 N. 13th St. (Corner of 13th and Vine Sts.)

Bed sign up at 5PM (Must Attend)

Chapel at 6PM (Must Attend)

Stay limited to 30 days

Philadelphia Residency Not Required

215-922-6400

Ridge Shelter

1360 Ridge Ave. (1/2 Block from Broad St)

Open 24 hrs – 7 days a week 215-236-0909

Philadelphia Residency Required

(Will accept non-resident during evening
and nights)

Women – Go to the Office of Supportive Housing (OSH) at 1430 Cherry Street during daytime. OSH contact numbers are: 215-686-6775, 7150, 7151, and 7152. In the evenings and at night, women are to go to the Eliza Shirley Shelter at 1320 Arch St.

Outreach Coordination Center (Program of Project Home) – 24 Hour City outreach service, Outreach van available in evenings and at night, contact 215-232-1984.

*Source: Outreach for Homeless Veterans Program Info/ Social Work coordinators of programs, N.Synder, R. Sanford; 6/2009

SHELTERS

Please Note: This list of shelters is NOT meant to be a complete list.

CHESTER AND LANCASTER COUNTY

Atkinson Shelter – Accepts men; able to admit for substance abuse issues)

810 Diamond Street

Coatesville, PA 19320

(Mailing Address is 827 Chestnut Street)

Phone#: 610-383-4443 (pay phone); 610-380-6195 (office phone) *call after 4 pm

City Gate Mission – Emergency shelter is provided for men who must be in shelter by 7pm, shower time 5 – 6 pm.

Provides religious services are conducted; able to admit for substance abuse issues)

17 N. 7th Avenue

Coatesville, PA 19320

Phone#: 610-383-6915

Friends Association/Care and Protection of Children– Accepts families with children; will refer out to substance abuse facility

206 N. Church St.

West Chester, PA 19381

Phone#: 610-431-3598

Good Samaritan Shelter – Accepts Men only

141 High Street

Phoenixville, PA 19460

Phone#: 610-933-9305

Safe Harbor – Accepts women and men; substance abuse issues are referred out.

20 N. Matlack St.

West Chester, PA 19380

Phone#: 610-692-6550

Salvation Army Shelter – Accepts men; able to accept some substance abuse cases; Usually will refer out to a substance abuse facility)

101 E. Market St.

West Chester, PA

Phone#: 610-696-8746 or 610-696-7434

St. Mary's Franciscan Shelter – Accepts Families

209 Emmett St.

Phoenixville, PA

Phone#: 610-933-3097

Water Street Ministries Rescue Mission– Accepts men, women and children; will house clients with substance use issues for referrals only if client is clean at the time;

The Water Street Mission wants referring case manager to call and provide Veteran with a referral sheet).

210 S. Prince St.

Lancaster, PA 17603 or PO Box 7267 Lancaster, PA 17604

Phone#: 717-393-7709

Fax#: 717-393-4966

Email: wsrn@wsrm.org

(25 miles west of Coatesville)

Community Youth and Women Alliance -Emergency shelter and supportive services are provided for women with dependent children and single women. In addition, there is a Community Service Center, Youth Program and a Halfway House for recovering women and their children

423 E. Lincoln Hwy
Coatesville, PA 19320
610-384-9591

CHESTER CO. H.I.S. Mission -Accept men, women and children

342 E. Birch St.
Kennett Square, PA 19348
610-444-2559

MONTGOMERY COUNTY HOUSING ASSISTANCE AGENCIES/SHELTERS

Bucks Co. American Red Cross Shelter- they take families and some individuals ,but they are primarily a family shelter

7 Library Way,
Levittown, PA 19055
Director, William Burns; Phone: 215-949-1727 ; Fax: 215-949-2713

Montgomery County Housing Authority- section 8 (Subsidy) program for low income families; other self-sufficiency and transitional programs.

104 W. Main St.
Norristown, PA 19401
610-275-5720

Salvation Army (Norristown)-Rental Assistance for families with children.

533 Swede St.
Norristown, PA 19401
610-275-4183

Montgomery County's Coordinated Homeless Outreach Ctr. (CHOC) - Rental Assistance for Adult only households.

Norristown State
Stanbridge and Sterigere Sts.Bldg. 53
Norristown, Pa 19401
610-292-9244

Montgomery County Behavioral Health and Developmental Disabilities- Provides counseling on housing issues and some housing assistance to persons with mental health, mental retardation, drug and alcohol issues. Human Services Ctr.

1430 DeKalb St.
Norristown, PA. 19404-0311
610-278-3642

www.montcopa.org/mhmrda

COADCOM Community Actions Development Commission of Montco.- Provides rental and mortgage assistance pending funding.
113 E. Main St.
Norristown, PA 19401
610-277-6363

Community Housing Services- Provides shelter for women and children in domestic abuse situations.
311 N. Broad Street.
Lansdale, PA. 19446
215-362-5250

Eldernet-For Lower Merion residents, may provide assistance for emergencies.
9 S. Bryn Mawr Ave.
Bryn Mawr, PA. 19010
610-525-0706

Good Samaritan Shelter-Have a 2 year transitional housing program for men
141 E. High St.
Phoenixville, PA 19460
Contact: Tim Barr: 610-933-9305; tim@goodsamshelter.org

Hospitality Ctr: Day Shelter only
530 Church St.-1st flr.
Norristown, PA 19401
610-277-1321

Interfaith Hospitality Network of the Main Line- Provides self sufficiency shelter in churches.
1449 Dekalb Pike
Norristown, PA 19401
610-277-0977

Interfaith Housing Alliance
Ambler, PA
215-628-2334

Interfaith Hospitality Network/Keystone Opportunity Center –Provides families shelter in churches
201 Main Street
Soulerton, PA 19864
215-721-1299

Laurel House: Victims of Domestic Abuse -
Address is confidential
PO Box 764
1-800-642-3150

Missionary Sisters of Charity-Provides shelter for women only
Norristown, PA 19401
610-277-5962

Salvation Army-Accepts families only, no singles.

533 Swede St.
Norristown, PA 19401
610-275-4183
Pottstown, PA
610-326-1621
Bryn Mawr, PA 19010
610-525-0706

Fair Housing Council of Montgomery County-Education and advocacy regarding housing discrimination.

4 S. Easton Rd.
PO Box 578
Glenside, PA 19038
215-579-7711 (problem with connection)
<http://fairhousingmontco.org>

Genesis Housing Corp.-Works with families toward permanent housing options also provides free classes on money management and credit development.

PO Box 1170
208 DeKalb St.
Norristown, PA 19401
610-275-4357

Habitat for Humanity of Montgomery County-works with volunteers to rehab homes for families with low-income .

848 Cherry St.
Norristown, PA 19401
610-278-7710

Hedwig House-Housing support and counseling for individuals with psychiatric needs.

904 DeKalb St.
Norristown, PA 19401
610-279-4400

Keystone Opportunities-provides shelter for single women and families.

201 Main St.
Souderton, PA. 18964
215-723-8750 or 215-723-5430

Interfaith Housing Alliance-provides shelter and casework services to those in housing crisis and offers a 2 year transitional program

31 S. Spring Garden St.
Ambler, PA 219002
215-628-2334

Laurel House Affairs-Provides housing counseling and transitional housing for victims of domestic violence in a satellite house
217 E. Montgomery Ave.
North Wales, PA 19454
215-699-8830
452 Penn St.
Pennsburg, PA 18073
215-670-4112

Project Outreach-Provides a listing of shelters in the Royersford area.
410 Washington St
Royersford, PA 19468
610-948-5111

Project Share of Montgomery County- Provides counseling for individuals with mental health issues
538 DeKalb St.
Norristown, PA 19401
610-272-7997/610-279-6100

Willow Grove Community Development Corp.-Affordable housing assistance, first-time homebuyer assistance and counseling.
PO Box 1097
Willow Grove, PA 19090
215-657-3340

PHILADELPHIA COUNTY, PENNSYLVANIA

Diversified Housing Solutions, Inc.

2000 Hamilton Street #558
Philadelphia, PA 19130
Phone: 267-386-8267
Fax: 267-386-8269

Email: info@diversifiedhousingsolutions.org

Diversified Housing Solutions, Inc. is a non-profit human service organization. Their goal is to be seen as a safe haven for those individuals experiencing homelessness and unemployment. A special emphasis is placed on working with U.S. Veterans who are homeless or unemployed. Their mission is to provide services for those individuals seeking temporary, transitional and permanent housing, job training and job placement, life skills training, access to drug and alcohol counseling, and supportive services within the community-at-large.

Resources for Human Development/Ridge Avenue Shelter: This is the intake shelter for men contracted by the city to house or sent to other contracted shelters homeless men in Philadelphia.
1360 Ridge Avenue
Philadelphia, PA
Phone#: 215-236-0909

St. Barnabus Mission of Episcopal Community Services-
Provides shelter for women and children
6006 West Girard Avenue
Philadelphia, PA
Phone#: 215-528-5419

St. Francis Inn

2441 Kensington Avenue
Philadelphia, PA
Phone#: 215-423-5845

Sunday Breakfast Mission: Private shelter for men

302 N. 13th Street
Philadelphia, PA
Phone#: 215-922-6400

Office of Supportive Housing- Provides women and children assistance with finding shelters

1430 Cherry St
Philadelphia, PA
Phone#: 215-686-7151

Brotherhood Mission : Accept men only; call after 5pm and ask for Mr. Dorsey

401 East Girard Ave
Philadelphia, PA
Phone#: 215-739-4517

Philadelphia Social Services Ministries

The Salvation Army
215-787-2821

Salvation Army

The Salvation Army operates a variety of specialized residential programs to meet the needs of families and individuals who are presently homeless. Currently in Philadelphia the Salvation Army operates three comprehensive shelter programs, two transitional housing programs, and a thirty day shelter program for troubled adolescents, with a total capacity for 385 people per night:

The services are available to single-parent families, single women, single men, married couples, children awaiting placement in a foster home, and dual-parent families. If someone you care about is struggling to survive homelessness, direct him or her to The Salvation Army will do their best to help, either by providing shelter or, if necessary, referring your friend to another program. Just call (215) 787-2821 to get started.

The Salvation Army/Family Services

701 N. Broad Street Philadelphia, PA 19123@ (215) 787 2821 (administrative offices)

Through Family Services, The Salvation Army provides a wide spectrum of assistance for not only families, but individuals as well. The staff work with individuals and families who are experiencing financial difficulty due to illness, unemployment, fire, other natural disasters and those who are working to get off of welfare. Case workers help people in need obtain utility, food and rent assistance. They also offer counseling and support services to victims of domestic abuse as well as referrals to other agencies for additional support and assistance. ***Homeless prevention is very important to Family Services. To prevent homelessness caseworkers provide clients with money management counseling, schedule bill payments, make appointments and assist with other matters.***

The Salvation Army/Red Shield Family Residence

The Salvation Army
Red Shield Family Residence
715 North Broad Street
Philadelphia, PA 19123 @ (215) 787-2887

The Salvation Army provides shelter and an array of supportive services for up to 120 homeless women, single parent families, and dual parent families each night at the Red Shield Family Residence. The Red Shield Family Residence's overall program is designed to help people break out of the sort of "conspiracy" of circumstances and choices that led to their end predicament of homelessness. The typical service package delivered to a client at the Red Shield Family Residence includes:

Safe, drug-free lodging, 3 nutritious meals a day, health care (weekly on-site clinic, operated by Philadelphia Health Services), individual case work/plan, drug/alcohol counseling, child care, life skills workshops (e.g. budgeting, nutrition, stress management, etc.), job placement, parenting skills education, Graduate Equivalency Diploma (GED) classes, literacy/computer literacy classes, information/referrals, sexual/child abuse prevention workshops, intensive "aftercare" support after graduation from the program, referral to a broad network of other Salvation Army services and programs.

The Child Care and Parenting Program are a unique feature of this shelter program and an essential component of the overall recovery approach. The Salvation Army operates a day and evening child care center that provides critically needed care for the children, who are facing the uncertainties, setbacks, fears, and stresses involved in homelessness. Provision of child care also enables the parents to invest themselves in: searches for employment and permanent living arrangements; medical or social service appointments; parenting education and life skills sessions; literacy or drug/alcohol recovery programs; classes at Community College of Philadelphia and other institutions; and emotional / physical respites from the sometimes overwhelming responsibility of caring for their children. The parenting education curriculum supports parents in learning how to nurture and effectively discipline their children through nonviolent, age-appropriate management techniques. One notable goal of these sessions is to prevent child abuse, as many of our adult residents are in need of supportive educational intervention.

The Salvation Army/Eliza Shirley House

1320 Arch Street, Philadelphia, PA 19107@ (215) 568 5111

Eliza Shirley House is an emergency shelter facility with two missions: to provide short term lodging, meals and immediate needs to displaced families and single women city wide on weekday nights and over holidays and weekends; and to provide longer term residential counseling, social work and referral services to homeless single and pregnant women 18 or older, 365 days a year. Women are admitted to Eliza Shirley after being referred from O.S.H.A. while others who arrive in the evening without referral are lodged (space permitting) only until O.S.H.A offices reopen.

Eliza Shirley House provides safe, sanitary housing in a drug/alcohol-free environment. Nutritious meals are served and caring, experienced staff are on hand at all times. Qualified volunteers provide free legal services, medical care, and referral services.

The Salvation Army/Bridge House

4050 Conshohocken Avenue, Philadelphia, PA 19131@ (215) 473- 4088

Bridge House is a residential rehabilitation program for women recovering from drug and alcohol addiction. The program accepts single, homeless women with a history of drug and alcohol abuse. Each woman must prove abstinence from drugs and alcohol for a minimum of 90 days with corresponding attendance in A.A. (Alcoholics Anonymous)/N.A.(Narcotics Anonymous) and outpatient drug/alcohol treatment programs prior to admission to Bridge House. The program has a capacity for 24 women. The average stay for each woman is one year. Resident on-site mentors help the women develop social skills, cultural values, and personal hygiene. The residents are required to actively participate in ongoing supportive treatment programs/services including A.A.

or N.A., the G.E.D. program, vocational counseling, job placement, or other occupational training programs. Each woman must also invest 50% of her income into a savings plan which will ensure a financial resource for her to move into permanent housing at the end of her program period.

DELAWARE COUNTY SHELTERS

City Team Ministries- Have information about shelters; accept substance abuse;

1 ½ year residential program; men only

634 Sproul St

Chester, PA

Phone#: 610-872-6865

Community Action Agency/Family Management Center-Provide men, women and children, emergency shelter, case management, and social service assistance.

229 Norris St.

Chester, PA

610-872-4070

Connect Mental Health Association- Service that picks up men and women at the 69th and Market Street Transportation Terminal at 9:00 pm and takes them to a designated/participating church for temporary shelter to sleep and at 6:00 am the following day they are returned to the terminal.

Upper Darby

Phone#: 610-352-1590

Life Center of Eastern Delaware County-Accept men, women and persons struggling with Substance use issues. Contact Mr. Shelton who places Veterans as a priority.

6310 Market St

Upper Darby, PA

Phone#: 610-734-5770

Wesley House- Accept families; Substance abuse referrals

701 Madison St.

Chester, PA

Phone#: 610-872-2611

WILMINGTON, DE AREA

Friendship House-Administers social service supports to homeless men, women and children in Wilmington

226 N. Walnut Street

(Old Asbury Church)

Wilmington, DE 19801

Phone#: 302-652-8278

Fax: 302-652-8641

Website: <http://www.friendship-house.org/>

Friendship House/ Have a Women's Day Center –A drop-in day center for women with phones, computers, assistance using the computer and internet and individuals can use as a mailing address..

720 N. Orange St

Wilmington, DE

Phone#: 302-652-8033

Friendship House /Have a Men's Day Center - A drop-in day center for men with phones, computers, assistance using the computer and internet and individuals can use as a mailing address
3 and Walnut St
Wilmington, DE
Phone#: 302-652-8278

Friendship House /Andrew's Place- (Winter only!) Accepts men over 55 with disabilities, no substance abuse issues for shelter. Intake occurs at Friendship house before assigned to Andrew's Place
720 N. Orange
Wilmington, DE
Phone#: 302-652-8278
Website: <http://www.friendship-house.org/>

Homeward Bound/Emmaus House- Shelter for women and minor children, no substance abuse
Address is confidential
Newark, DE
Phone#: 302-737-2241

Mary Mother of Hope House I- Women's shelter, screening required, not emergency shelter, no children accepted; Will accept persons with substance abuse issues
1103 West 8th Street –Temporarily @ 918 N. Madison while renovations continue.
Wilmington, DE
Phone#: 302-652-8532

Hope House II-Emergency only; Accept women with children under 12
121 North Jackson Street
Wilmington, DE
Phone#: 302-652-1935

Hope House III- Emergency only; Accept women with children under 12
515 North Broom Street
Wilmington, DE
Phone#: 302-652-0970

House of Joseph I-13 beds (from 5 to 1 per room); Must be interviewed to get on waiting list; Employed homeless men; Must be able to become employed; They can provide some assistance in finding work; Length of stay: 30 to 45 days; can provide case management;
Cost is free; Men only; accept substance abuse clients.
302-652-0904
1328 West Third St.
Wilmington, DE

House of Joseph II-A group home that accepts men and women for housing that are in the end stage of AIDS
9 W. 18th St.
Wilmington, DE
Phone#: 302-594-9473

Martha House

602 Philadelphia Pike
Wilmington, DE
Phone#: 302-655-5568

Shepherd Place-Shelter for women in Dover

1362 South Governors
Dover, DE
Phone#: 302-678-1909

Sojourner's Place-Interview required; Dormitory style living, 50 beds, for men and women;

Must do chores; must save 75% of income; Assistance provided in finding employment.

Some of this is done through Delaware State Office of Vocational Rehabilitation;

On site substance abuse counseling; Located on bus line; Length of Stay:

Can be up to 2 years if needed; Cost: Free

2901 N.E. Blvd

Wilmington, DE

Phone#: 302-764-4713

Sunday Breakfast Mission

110 N. Poplar St

Wilmington, DE

Phone#: 302-656-8542

*Verified, D.Boyd; 6/2009; *Sources on Salvation Army directly from <http://www.877redkettle.org/res-she.htm> (Salvation Army
(Salvation Army @ <http://www.use.salvationarmy.org>